



UI: How to Apply
www.TompkinsWorkforceNY.org
607-272-7570

When do I file for Unemployment Insurance Benefits?

Promptly file your claim, in the first week that you lose your job. Any claim you file will be backdated to the date you became unemployed. If you are eligible, you will be paid for all benefits due.

1. If you had an Unemployment Insurance Claim open recently, you may be able to begin certifying on the old claim, instead of filing a new claim.
2. The system is alphabetized, so please start a claim on your assigned day. Currently, the schedule is:

Last names starting with A – F, **file Monday**

Last names starting with O – Z, **file Wednesday**

Last names starting with G – N, **file Tuesday**

Anyone can file on Thurs-Fri-Sat-Sun

How do I file for Unemployment Insurance Benefits?

File your claim at unemployment.labor.ny.gov OR call 888-209-8124 and follow the prompts to file a new claim.

1. You can file online between 7:30 AM and 7:30 PM.
 - a) If you have regular internet access on something bigger than a smart phone, it is best to file online.

2. Telephone filing hours as follows:

Monday through Friday, 8:00 am to 7:30 pm.

Saturday and Sunday, 7:30 am to 8:00 pm.

3. Things you need to file your claim:

- a) Your Social Security number
- b) Your driver license or Motor Vehicle ID card number (if you have either one)
- c) Your complete mailing address and zip code
- d) A phone number where you can be reached from 8 am - 5 pm, Monday –Friday
- e) Your Alien Registration card number (if you are not a U.S. Citizen and have a card)
- f) Your copies of forms SF8 and SF50, if you were a federal employee
- g) Your most recent separation form (DD 214), for military service
- h) Your PIN number for UI (If you have never filed a claim for benefits in New York State, you must create a PIN. This is a four-digit number that you must keep confidential.)
- i) If you choose direct deposit of your weekly benefits, you will need your bank routing and checking account numbers. You cannot choose direct deposit if you file your claim by telephone.
- j) If you cannot print web pages, have a pen and paper to copy information.

If you're receiving disability benefits or any form of public assistance, please contact relevant agencies you work with as soon as possible to update them on your employment/income status. Be sure to mention that you are going to file for UI, and inform them of the amount once benefits arrive.

What will my benefit rate be?

You can estimate your weekly benefit amount by using the benefit rate calculator on the Department of Labor website: <https://labor.ny.gov/benefit-rate-calculator/> Please note that the tool gives an estimate only. It does not guarantee that you will be eligible for benefits or a specific amount of benefits. You must file an Unemployment Insurance claim to find out if you are eligible and learn your actual benefit amount.

When will I receive my benefits?

Your first payment will generally be made 2-3 weeks from the time you file your claim. We use this time to review and process your application for benefits. This is why you may see your claim status as "pending."

1. You should respond to any questionnaires, messages, or phone calls from us as quickly as possible. Failure to do so will delay your claim or result in the denial or suspension of your benefits.
 - a) Like many New Yorkers, DOL representatives are working from home, so your caller ID may show "PRIVATE CALLER." Anyone calling from DOL will verify their identity by providing: (a) the date you filed your application; & (b) the type of claim. Once you have been verified, a representative may ask for your social security number.
2. NYS is waiving the 7-Day waiting period for Unemployment Insurance benefits for people who are out of work due to COVID-19 closures or quarantines. You may see a Waiting Week dated for the week before your work ended when reviewing your payment history. This is not a mistake.

What if I need help filing my claim?

You may allow another person to aid you. You must be present each time they help you and use your PIN. You will be held accountable for the actions of your helper. You may be subject to penalties, including forfeiture of benefits, if you are not present when your helper assists you. If you have a Hearing Impairment, have your helper call the Telephone Claims Center at 1-888-783-1370, or call a relay operator at 1-800-662-1220 and ask the operator to call the Telephone Claims Center at 1-888-783-1370.

Translation services are available if you file by phone. Use your phone keypad to enter the number for the language you choose. A voice recording will offer you these choices:

- English
- Spanish
- Russian
- Cantonese
- Mandarin
- Creole
- Korean
- Polish
- All other languages

What if I am told I need to speak to a representative to complete my claim?

NYS DOL representatives may need to call you if you have a partially-complete claim OR they need more information from you regarding your claim. This is common for people who are not typically eligible for Unemployment Insurance benefits, but can sometimes happen for other reasons.

Like many New Yorkers, these representatives are working from home (some on weekends) so your caller ID may show "PRIVATE CALLER." Anyone calling from DOL will verify their identity by providing: (a) the date you filed your application; & (b) the type of claim. Once you have been verified, a representative may ask for your social security number.

1. You should check with your telephone provider to make sure that there is not a feature on your plan that blocks incoming calls from private numbers.
2. What you will be asked for will depend on your circumstances, but it is a good idea to make sure you have the following information readily available while waiting for the call:
 - a) Names and addresses of all your employers for the last 18 months, including those in other states
 - i. If you were self-employed during any part of that time, you will say "Self-Employed" for the employer name, your home/business address, and your business/home phone number (if requested).
 - b) Employer Registration number or Federal Employer Identification Number (FEIN) of your most recent employer (FEIN is on your W-2 forms)
 - i. You may be asked to confirm that you earned more than \$4500 in gross pay from your most recent employer
 - ii. If you were self-employed, use EF# 99-23246 when reporting that period.
 - c) Wage information for all employers for the last 18 months.
 - i. If you were self-employed or an independent contractor, your net annual income from your most recent tax year (Line 31 of your 1040).
 - d) First and last dates of employment for all employers you've had in the last 18 months, as well as your reason for separation from each employer.